



## IRCTCs e-Ticketing Service

## Electronic Cancellation Slip (Personal User)



1. This Ticket will be valid with an ID proof in original. Please carry original Identity Proof. If found traveling without original ID proof, Passenger will be treated as without ticket and charged as per extent Railway Rules.
2. Valid IDs to be presented during train journey by one of the passenger booked on an e-ticket :- Voter Identity Card / Passport / PAN Card / Driving License / Photo ID card issued by Central / State Govt / Public Sector Undertakings of State / Central Government , District Administrations , Municipal bodies and Panchayat Administrations which are having serial number / Student Identity Card with photograph issued by recognized School or College for their students / Nationalized Bank Passbook with photograph / Credit Cards issued by Banks with laminated photograph/Unique Identification Card "Aadhaar".
3. General rules/ Information for e-ticket passenger have to be studied by the customer for cancellation & refund.



PNR No: 6144384339	Train No. & Name: 12821/DHAULI EXP	Quota: GENERAL (GN)
Cancellation ID:100000064721722	Date & Time Of Booking: 01-Sep-2015 21:57:41 HRS	Class: SECOND SITTING (2S)
From:HOWRAH JN(HWH)	Date Of Journey:05-Sep-2015	To:BELDA(BLDA)
Boarding At:HOWRAH JN(HWH)	Date Of Boarding:05-Sep-2015	Scheduled Departure:05-Sep-2015 06:00 *
Resv. Upto:BELDA(BLDA)	Scheduled Arrival:05-Sep-2015 08:14 *	Adult:2 Child:0
Passenger Mobile No:7278530848		Distance:154 KM
Passenger Address:	BF-22,deshbondhunagar-sahapara,baguiati-kolkata-70059, NORTH 24 PARGANAS, WEST BENGAL - 700059	
Date Of Cancellation:	04-Sep-2015 06:19:11 HRS	

## FARE DETAILS :

Total Collected Fare	₹ 190.0	Rupees One Hundred and Ninety Only
Cancellation Fee	₹ 60.0	Rupees Sixty Only
Total Refund Amount	₹ 130.0	Rupees One Hundred and Thirty Only

# Service Charges per e-ticket irrespective of number of passengers on the ticket.

## PASSENGER DETAILS :

SNo.	Name	Age	Sex	Booking Status	Current Status
1	SOMNATH SAHOO	29	Male	CNF/D3/19/WINDOW SIDE	CAN
2	JYOTIRMAY DEY	18	Male	CNF/D3/20/NO CHOICE	CAN

**This ticket is booked on a personal user ID and cannot be sold by an agent. If bought from an agent by any individual, it is at his/her own risk.**

Ticket Printing Time: 04-Sep-2015 06:19:20 HRS

## IMPORTANT :

1. For details, rules and terms & conditions of E-Ticketing services, please visit [www.irctc.co.in](http://www.irctc.co.in).
2. \*New Time Table will be effective from 01-10-2015. Departure time and Arrival Time printed on this ERS/VRM is liable to change. Please Check correct departure, arrival from Railway Station Enquiry, Dial 139 or SMS RAIL to 139.
3. There are amendments in certain provisions of Refund Rule. Refer, Amended Refund Rules w.e.f 01-07-2013.(detail available on [www.irctc.co.in](http://www.irctc.co.in) under heading General Information)
4. The accommodation booked is not transferable and is valid only if the ORIGINAL ID card prescribed is presented during the journey. The ERS/VRM/MRM along with valid id card of any one the passenger booked on e-ticket proof in original would be verified by TTE with the name and PNR on the chart. If the Passenger fail to produced/display ERS/VRM due to any eventuality(loss, damaged mobile/laptop etc.) but has the prescribed original proof of identity, a penalty of Rs.50/- per ticket as applicable to such cases will be levied. The ticket checking staff on board/off board will give excess fare ticket for the same.
5. E-ticket cancellations are permitted through [www.irctc.co.in](http://www.irctc.co.in) by the user.
6. PNRs having fully waitlisted status will be dropped and the names of the passengers will not appear on the chart. They are not allowed to board the train. However the names of PARTIALLY waitlisted/confirmed and RAC will appear in the chart.
7. Obtain certificate from the TTE /Conductor in case of (a) PARTIALLY waitlisted e-ticket when LESS NO. OF PASSENGERS travel, (b)A.C.FAILURE, (c)TRAVEL IN LOWER CLASS. This original certificate must be sent to GGM (IT), IRCTC, Internet Ticketing Centre, IRCA Building, State Entry Road, New Delhi-110055 after filing TDR online within prescribed time for claiming refund.
8. In case of Partial confirmed/RAC/Wait listed ticket, TDR should be filed online within prescribed time in case NO PASSENGER is travelling for processing of refund as per Railway refund rules
9. While TDR refund requests are filed & registered on IRCTC website [www.irctc.co.in](http://www.irctc.co.in), they are processed by Zonal Railways as per Railway Refund Rules.(detail available on [www.irctc.co.in](http://www.irctc.co.in) under heading General Information).
10. In premium special train cancellation is not allowed.
11. For Suvidha Train , only 50% refund is allowed in case of cancellation of Confirm/RAC tickets upto 6 hours before the scheduled departure of the train or preparation of chart whichever is earlier.
12. In case of Train Cancellation, full refund will be granted automatically by the System.
13. Passengers are advised not to carry inflammable/dangerous/explosive/articles as part of their luggage and also to desist from smoking in the trains.
14. Contact us on: - 24\*7 Hrs Customer Support at 011-23340000/011-39340000 , Chennai Customer Care 044 – 25300000 or Mail To: [care@irctc.co.in](mailto:care@irctc.co.in).
15. For any suggestions/complaints related to Catering services,contact Toll Free No. 1800-111-321/322 (07.00 hrs to 22.00 hrs)
16. Railway Security Helpline No.1322
17. ALL India Passenger Helpline no 138
18. PNR and train arrival/departure enquiry no. 139
19. To report unsavoury situation during journey, Please dial railway security helpline no. 182